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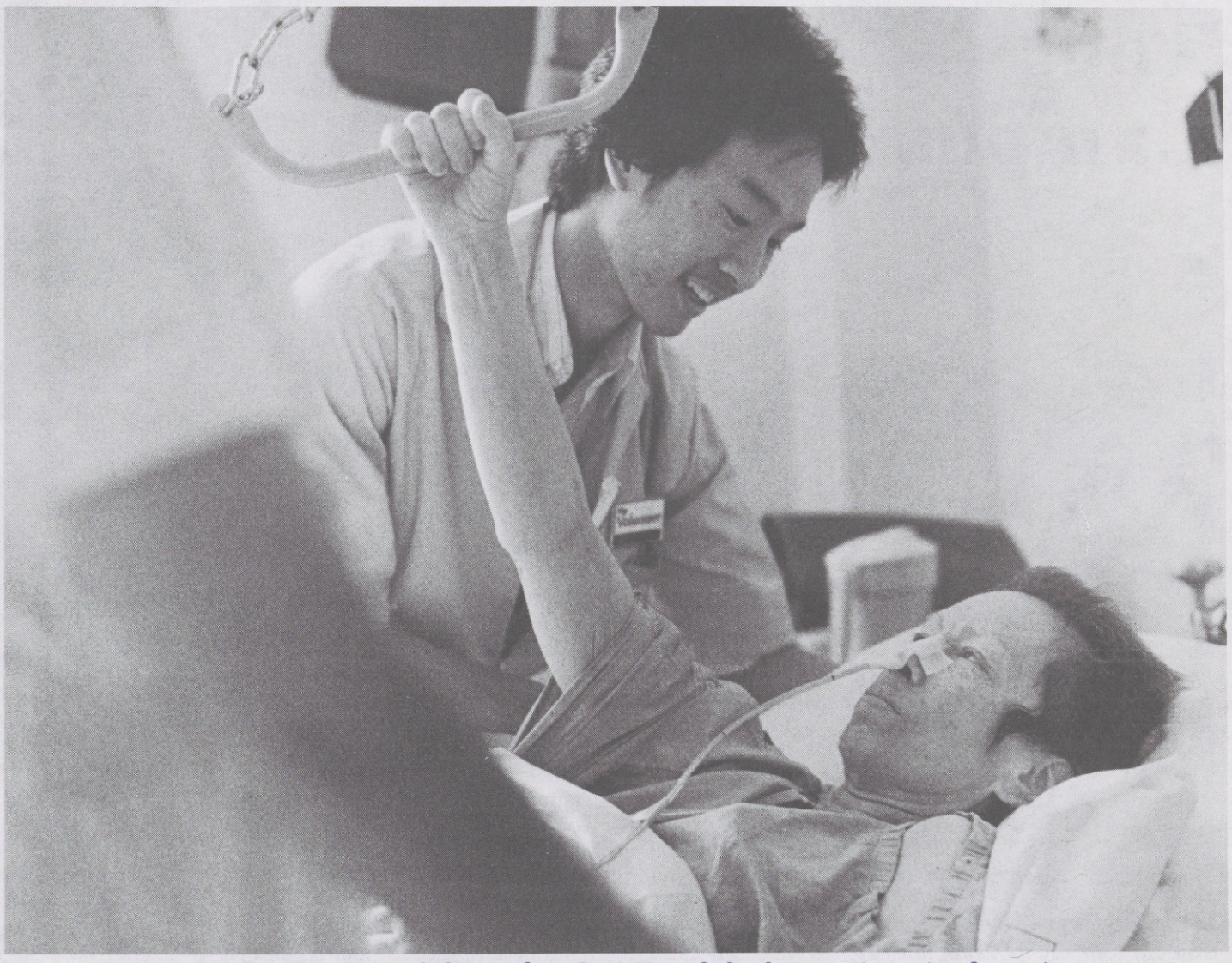
Teens Work at UCSF



As a summer youth volunteer, UC Berkeley student Gary Huey helped nurses in caring for patients on Moffitt's 12th Floor. He is shown here with patient Julia Hedges.

Every summer high school and college students come to UCSF to work. Some come under the auspices of Volunteer Services to experience the health care environment. The 74 students who came this year were "getting their feet wet" in hopes of determining whether hospital work — medical or nonmedical — was for them.

Another program, the Summer Youth Employment Program, sponsored by the Development and Training Office, provided summer jobs for 53 high school students from San Francisco. Funds for their salaries came from the federal government's CETA program through the Mayor's Office of Employment and Training. (MOET). Departments at UCSF that hired the students contributed $1.42 an hour toward their salaries. The program was coordinated by Betty Baham and MOET representative Helen Gray.

Gary Huey, a junior at UC-Berkeley, came to UCSF the past two summers under the Volunteer Services program. In 1981, he worked in the Moffitt Hospital operating room, where he assisted in the surgical instruments section. This past summer, he helped nurses on Moffitt's 12th floor and gained a lot of direct patient care experience.

"I'm interested in nursing, medicine and research," said Huey, who thinks he will declare a biochemistry major this year. He said he found that he was comfortable in providing direct care to patients.

Summer Employment Program student Elizabeth Bean worked with Vera Berg in the Office of Public Information and Community Services at Langley Porter Psychiatric Institute. The recent graduate of Woodrow Wilson High School is now a freshman at UC-Santa Cruz.

"This is a good environment," Bean said as she reflected on the summer program. She too is thinking about becoming a doctor. She said she appreciated the opportunity to talk with doctors at UCSF, and commented that she'd like to see the summer program last for years to come.

Bean, who is also considering a journalism career, had an opportunity to write an article for *In Brief*, Langley Porter's newsletter, for which she did some layout work, as well.

"I was kept busy while I was here. My supervisor made me feel that I had a real working role," said Bean.

Summer Outreach Program

The fifth Early Outreach Summer Residency Program was held at UCSF in July, bringing 30 minority and disadvantaged high school students to the University for a week of participation in various activities on the campus. The program, sponsored by UCSF's Health Sciences Special Services Program, brought together students from several Bay Area high schools, and for the first time included selected students from the Early Outreach programs at UC Davis, Santa Cruz and Berkeley.

"The summer program is designed to encourage and enhance the students' interest in health sciences," said Carol Stadum, Student Services assistant. The program offers training and professional information in the fields of dentistry, dental hygiene, medicine, nursing, pharmacy and physical therapy.

While on campus, students attend workshops in English, math, career planning and science, Stadum said. This past summer they visited the anatomy laboratory, where they observed the electron microscope. In the pharmaceutical laboratory they gained first-hand knowledge of the drug manufacturing process.

According to Stadum, the students are chosen for the program based on their demonstrated interest in health sciences and on their academic records. While at UCSF, they are exposed to the daily routines of practicing clinical pharmacists, dental hygienists and physical therapists. They stay in campus dormitories, under the supervision of UCSF students.

"The week was hailed by all of the participants as a great success," said Stadum. It ended with a barbecue in Golden Gate Park, which was attended by the students, families and all of the other program participants.

Thousands Tour Campus

Five thousand visitors tour UCSF each year as guests of the Campus Tours Program, a unit of the News and Public Information Services. A sampling of these tour groups would include:

An upward bound program for disadvantaged minority high school students.

A delegation of leading physicians from the People's Republic of China, headed by their minister of health.

A sophomore class from a rural Northern California high school wanting to know more about health careers.

A group of Sunset district neighbors touring the campus for the first time.

Whether they come from around the world or down the street, all of these visitors are given an enlightening overview of this diversified campus.

Jim Crawford, who heads the Campus Tours Program and the Speakers' Bureau (including the popular Brown Bag Lectures, which attract another 5,000 people yearly), describes the three different types of tours offered at UCSF: student, special and public tours.

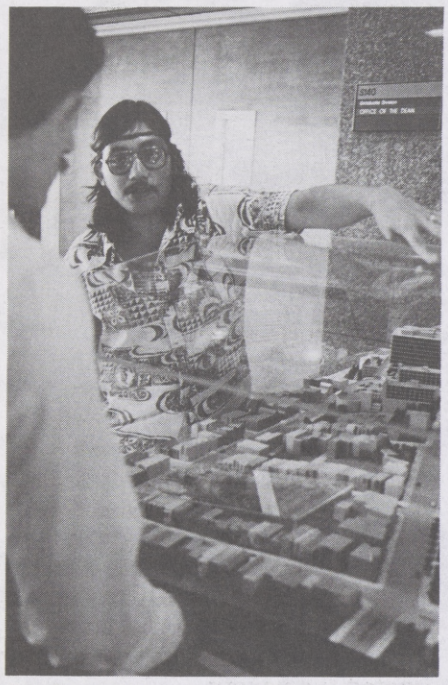
"The student tours have the largest attendance. We conduct them in cooperation with the counselors of the UCSF office of Student Services, whose ongoing mission is to promote student enrollment — including minority enrollment."

The high school students are given a brief orientation by selected faculty members and graduate students of the Schools of Medicine, Dentistry, Nursing and Pharmacy. A graduate student in either physiology or anatomy is invited to give a presentation complete with props, on how the human body works. The young visitors enjoy watching while one of their group is given an EKG. Viewing the fascinating preserved specimens of hearts, lungs and other organs in the Pathology Museum of the Respiratory Therapy Service is another high point of the tours. The students also have an opportunity to talk with and see UCSF students in action in the dental clinics and student laboratory and in the pharmacy.

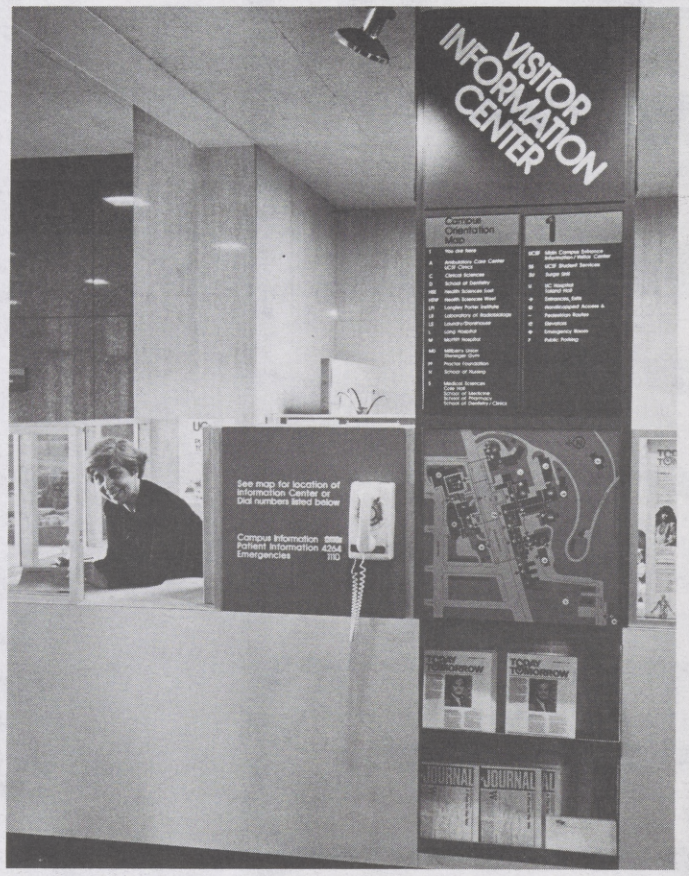
Although the student tours are aimed primarily at the high school level, elementary school classes also visit UCSF. The entire fifth grade at Monroe School wrote "thank you" letters after a recent tour. Here's an excerpt from one of them:

"Thank you for taking us all around the hospital. It sure is big! I was sick when we went to see the lungs, but I liked it most."

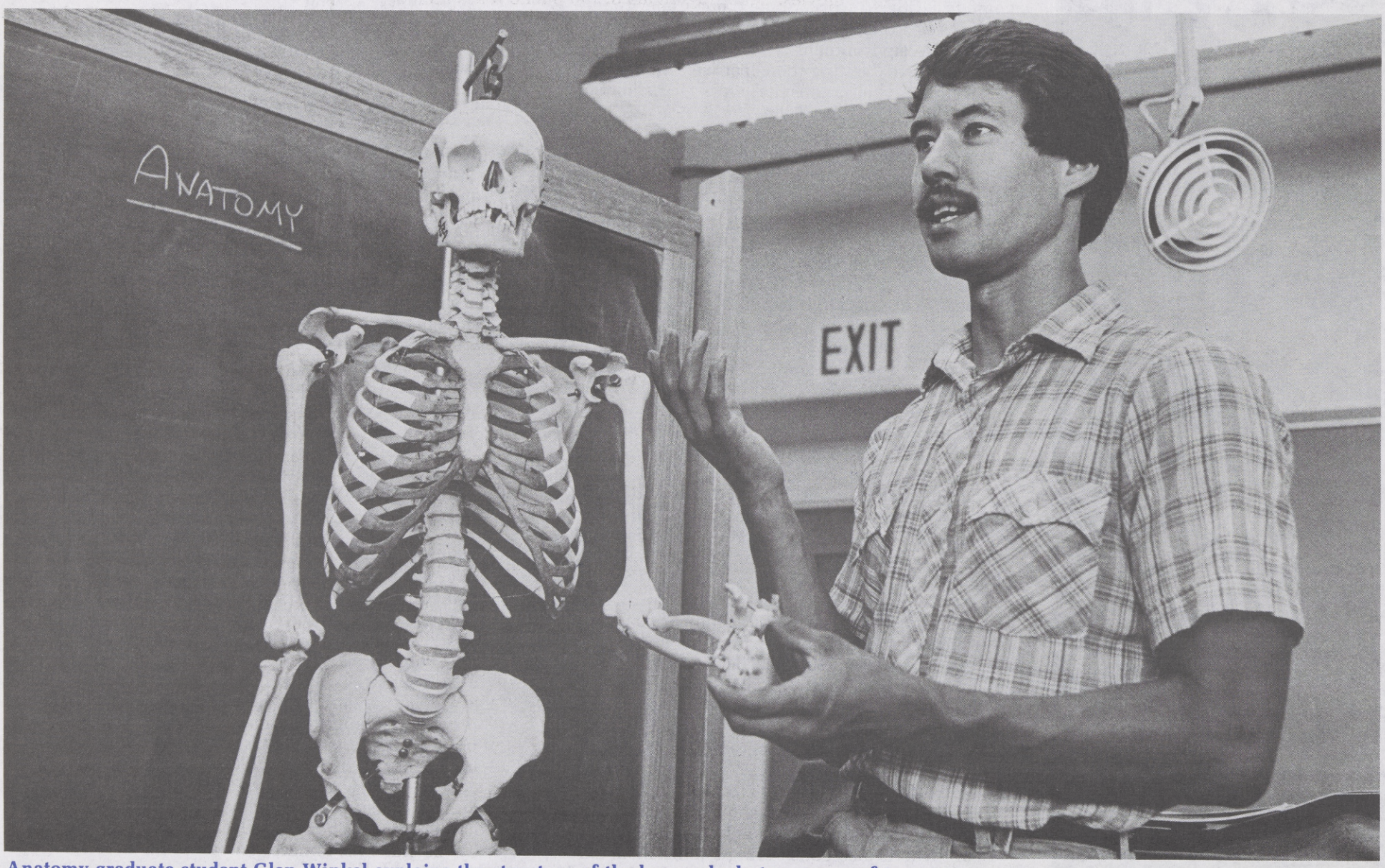
Tours are tailor-made for professional visitors, including alumni, faculty from other universities and foreign guests referred by the U.S. State Department. These "VIP" guests come from such countries as Japan, the Soviet Union, Germany, the developing



Student tour escort Francis Cruz, Dentistry II, points out building locations on the campus model in the lobby of the Medical Sciences building.



Louise Melikian at the information booth in the Visitor Information Center.



Anatomy graduate student Glen Winkel explains the structure of the human body to a group of teenagers.

Second-year medical student Karen Goodyear tells groups about this famous Zakheim fresco.

nations of Africa, Asia and the Middle East, and many others.

Visitors are asked in advance about their interests, and an itinerary is planned accordingly. The Chancellor and the deans and department heads of the four schools often meet with the guests. For larger groups, a day-long seminar may be presented by faculty members representing appropriate specialties.

The third type of tour — the public tour — designed to "tell the UCSF story" to the general public and the campus community, is conducted every Tuesday, from 1 to 2:30 pm, departing from the Visitor Information Center in the Medical Sciences building lobby.

Student tour escort Jim Cope, Dentistry II, relates history of UCSF in front of the Asawa mural in the lobby of the Ambulatory Care Center.

A brief history of the campus is presented in front of the Asawa mural in the Ambulatory Care Center, followed by visits to the pharmacy, dental clinics and Millberry Student Union.

At Millberry, the visitors learn about the many recreational activities open to the community ranging from swimming classes to dancing lessons to movies. Other highlights of the public tours include the Child Care Center, and campus landmarks, such as the historic clock, the Bufano sculptures, and the Zakheim murals.

The logistics of the Campus Tours are managed by Crawford and his assistant, Louise Melikian, a former promotion director at KSFO Radio. "Actually, we couldn't do it without the voluntary cooperation of the faculty and the help of our student tour guides," Crawford says.

The program employs a corps of 15 to 20 UCSF students who are specially trained to escort visitors. To qualify for one of these paid jobs, a student must first go on several campus tours as an observer, then lead at least one tour under supervision before going out on his own as a tour guide.

"The students do a great job," says Crawford. "They're enthusiastic, the visitors love them, and I think the experience adds a lot to their own education."

It was a brand new career for Jim Crawford when he was appointed director of the program in 1975. Before he began the new assignment, he investigated university tour programs available in the Bay Area, in order to bring what he thought were the best aspects of each to the UCSF program. He also completed an intensive six-week course for tour directors offered by the International Tour Management Institute.

Today he has a success on his hands. The phone never stops ringing. Besides managing the Tours Program he coordinates the lunch-hour Brown Bag Lectures on campus and at downtown companies, including the Bechtel Group, PG&E, Levi Strauss and Company, Bank of America and Standard Oil Company of California.

Crawford also organizes the campus blood drives, which are conducted three times annually in cooperation with the Irwin Memorial Blood Bank.

Claire Leeds Wray

Arthritis Benefit Held

Lena Horne presented her inimitable performance of "Lena Horne: The Lady and Her Music," on Sunday, September 12, at the Golden Gate Theater. The performance was a benefit for the Rosalind Russell Medical Research Center for Arthritis, located at UCSF.

San Francisco socialite Ann Miller (Mrs. Richard K.) and actress Mary Martin co-chaired the 175-member committee that coordinated the benefit.

The Research Center was established in 1979 in honor of the late Rosalind Russell, beloved actress who devoted the last years of her life to winning support for arthritis research. The center has one of the most comprehensive programs of its kind, integrating education, community service and treatment, as well as arthritis research at UCSF, San Francisco General Hospital Medical Center and the Veterans Administration Medical Center.

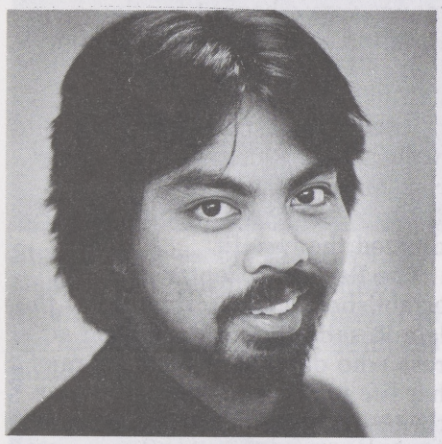
Thelma Williams Retires

Thelma Williams, senior food services supervisor for Millberry Union, retired after 15½ years with the department. She was supervisor for 10 years, and was highly regarded by Millberry Union Food Services employees.

"I couldn't have worked with a nicer person than Thelma," said Mabel Williams, principal food service worker, who came to Millberry Union 15 years ago when Thelma Williams came. "She was fair with everyone and treated everyone the same," Williams continued. Mabel Williams said that her supervisor was understanding and willing to give employees a second chance.

"We'll never get another supervisor like Thelma," she said.

Farewell to *Journal* Editor



The *Journal* welcomes its new editor Andy Evangelista. He recently joined the staff of News and Public Information Services as public information representative, after six years as editor of *Synapse*, published by the Associated Students of UCSF.

A graduate of San Francisco State University, with a degree in journalism, Evangelista edited *Prism*, the journalism department's magazine while a student there, and held various editorial positions on the department's newspaper, the *Phoenix*.

"Andy Evangelista is an excellent choice for *Journal* editor because of his extensive knowledge of UCSF campus and community life," said Michela Reichman, special assistant to the Chancellor for News and Public Information Services.

"I plan to continue the tradition of excellence that the *Journal* has established as a publication for UCSF employees," said Evangelista. He said he would maintain an open channel for story ideas, which can be sent to him at 532 Parnassus Avenue, or by calling ext. 2557.

This is the nineteenth issue of the *Journal* that Jini Kilgore Robinson has edited. It will also, sadly, be her last. A News Services public information representative for the past five years, she has nurtured the *Journal* from its infancy to a national award-winning publication.

It is work that Robinson says she loves. But recently another love, the Christian ministry, has become an increasingly important part of her life. As a result, Robinson has decided to leave UCSF to enroll this fall in the American Baptist Seminary of the West in Berkeley.

Robinson became editor of the *Journal* on joining UCSF in 1977. With the expert help of Publications designer Carol Kummer, associate editor Jeanne Duell, News Services staff, a number of photographers and free lance writers and an enthusiastic 35-member Editorial Advisory Committee, she has produced from three to five 12-page issues each year.

Under her guidance, the *Journal* has blossomed into an outstanding publication in its field. In 1981 it was awarded the Malcolm T. MacEachern Citation from the Academy of Hospital Public Relations for overall excellence.

Finding the *Journal's* unique personality was not an easy process. In an early competition, Robinson remembers that the *Journal* was judged to resemble "a nice scrapbook," — not exactly the look she was after.

"Over the years, we've tried to move more and more to an employee journal, representative of the people who work here," she says. "It used to be more a 'house organ' with information administration wanted the campus to know. We began to tell stories in a more rounded way," says Robinson with a smile.

The *Journal* has been only one part of her responsibilities in the News Services office. She also has written innumerable press releases and coordinated media interviews for her "beat," which has included the entire School of Nursing. Like all the News Services staff, she also has spent her share of weekends wearing a long-range beeper to respond to emergency press calls, an aspect of the job she says she will not miss.

With the help of her Editorial Board, Robinson has revealed the hidden poetic, musical and athletic talents of scores of UCSF staff. Yet her own life has been as fascinating as that of any of the people she has profiled.

She was born in New York City, the daughter of Thomas and Jeannetta Kilgore. Her father served as minister, in the '50s and early '60s, of the Friendship Baptist Church in Harlem and headed the East Coast Bureau of the Southern Christian Leadership Conference (SCLC). Men who were to shape the civil rights movement of the 1960s were family friends: Dr. Martin Luther King, Jr., Andrew Young, who was then Dr. King's assistant, and Roy Wilkins, then president of the NAACP. Exposure to these men and their ideas, the influence of the "liberation theology" of the black church, family convictions and a personal encounter with lunch-counter discrimination in Norfolk, Virginia at the age of 13, which led to her arrest, gave Robinson a deep commitment to social justice and equal rights.

In 1963, 15-year-old Robinson joined a crowd of 250,000 as Dr. King delivered his famous "I Have A Dream" speech in the nation's capital. "As a young person hearing it, I thought I was in heaven," she says. For three years, Robinson has co-chaired the Martin Luther King Day, sponsored by the Black Caucus at UCSF. She and Vida LaBrie, senior planner, Office of Public Service Programs, have brought well-known Bay Area activists to UCSF to address human rights issues.

In the mid-1960s, her family moved to Los Angeles, where her father took charge of SCLC's west coast office. It was there, at age 17, that Robinson had her first taste of fielding press calls in an emergency. She was alone in the SCLC office when the Watts riots erupted in the summer of 1965. Reporters immediately began to telephone, demanding statements.

Robinson made a quick call to her father and the other SCLC leaders, all of whom were attending a conference in Atlanta. "I told him, 'Hey, come home quick'," laughs Robinson. Come home he did, with Dr. King, who addressed the press the next morning.

King dictated his statement to Robinson over the telephone that evening. It was her first press release. Not knowing the standard format, Robinson remembers typing it single instead of double space. Nevertheless, she proudly handed copies to King as he stepped off the plane the next morning and to the swarms of reporters who surrounded him.

Robinson moved to North Carolina to work in the civil rights movement after she graduated at age 20 with a BA in English literature from Occidental College. In the South, she served on the staff of the SCLC-sponsored Citizenship Education Project, teaching poor rural southerners their rights as citizens.

Subsequently, Robinson moved to the San Francisco Bay Area where she earned a master's degree in Journalism from UC-Berkeley, and worked for a while as a newspaper reporter. She now lives in Oakland with husband Dennis, a professional musician for many years, now employed in computer operations at Cutter Laboratories, and their two children, daughter Niambi, 8, and son Okera, 7.

Robinson says that her entry into the ministry has been a gradual change. "In the past four years, I've felt called," she says. "It's something you don't necessarily choose, but that happens to you."

She has been extremely active in her church, Allen Temple Baptist Church in Oakland, teaching Bible classes to teens, counseling peers and participating in a prison ministry at Pleasanton Federal Correctional Facility. She also taught a Bible study class on campus for UCSF employees.

Robinson says she realized that only with seminary study would she be able to teach the Bible well. It will not be an easy three years. Greek, in which the New Testament is written, and Hebrew, the language of the Old Testament, are required courses.

Eventually, Robinson hopes to combine her ministry and journalistic talents, perhaps writing educational materials from a Christian perspective.

The *Journal* — and the campus — will miss her.

Leslie Lingaas

QUESTION MAN

What Is Your Concept of Success?

Interviews conducted by Allen Balderson with staff employees.

Markevich

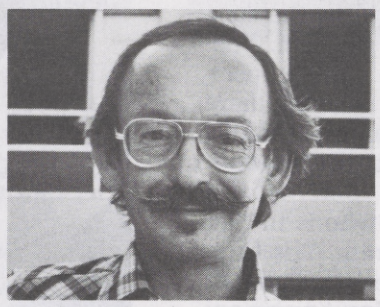
Anne Markevich, secretary, Echocardiography: Success is being satisfied with your life, no matter if it seems important or unimportant to other people. Just as long as you're happy with the way your life is going, then you're successful. It just doesn't matter if it seems unimpressive to other people.

Houston

James P. Houston, ventilation laborer: Going all the way to the top if you can. That usually takes hard work. Learn all you can and that's the only way to go to the top. Don't ever stop at one thing.

Downing

Diane Downing, secretary, Proctor Foundation: In our cultural setting, success is measured in the socioeconomic realm, but it doesn't have to be measured in money, possessions or social position. The Baha'i faith teaches that even the most primitive man in the most primitive village can be successful if he is spiritually developed, loves his fellow man and works toward the harmony of the races.



McClelland

Don McClelland, senior editor, Publications Office: Success is when you think more about where you are and where you're going, instead of where you've been.

Gill

Betty Gill, hospital laboratory assistant, Clinical Laboratory: It's hard to put success in a category, but if you do everything with self-confidence then you will be successful no matter what it is. Success is striving to reach certain goals, like a career change. If you reach that goal, then you can feel successful.

LeBlanc

Clifton Le Blanc, custodian supervisor, Housing, Millberry Union: I feel successful when I'm feeling good with myself — knowing that I meet my obligations at home and on the job; gaining and keeping the respect of family, friends and co-workers and having people speak well of me. That feeling is very rich — that's success.

Hirano

Keith Atkinson, technician, Anesthesia: Success is when you are as comfortable with yourself as you can possibly be. That means being pleased with yourself at work and outside work. It does help to have money, but it isn't necessary.

Teru Hirano, administrative assistant, Hospital Administration: Success is a life style that is productive, self-fulfilling and healthy, which will give the same benefits to my loved ones and to their loved ones who follow.

BULLETIN BOARD

Moffitt Cafeteria's hours have been extended to 7:30 pm daily. Mealtimes are 6:30 to 10:30 am for breakfast, 10:45 am to 2 pm for lunch and 3:45 to 7:30 pm for dinner.

U.S. Post Office express mail service is available for University business mail through the campus Mailing Division. This service guarantees delivery on the following business day to many areas of the country at a cost of $9.35 for items that weigh up to two pounds. Mail receipt forms and express mail tags can be picked up at SB 26. For further information contact Jon Gledhill, ext. 1124 or 6975.

The UCSF Magazine, which has published many stories about research, teaching and patient care since its inception in 1978, is now indexed and available in the UCSF Library Archives. Campus news releases are in the process of being indexed, and also will be kept in Archives.

Portfolios, binders, name tags and other items that are regularly used by departments on campus are available **in unique UCSF designs from the Publications Office.** To see samples or to place orders, call ext. 2234.

A parking lot at Kezar Stadium is now under the management of the San Francisco Parks and Recreation Commission. Full-day rate is $1.50. Monthly permits cost $20 for five-day-a-week parking and $30 for unlimited parking. For further information, call 558-3574.

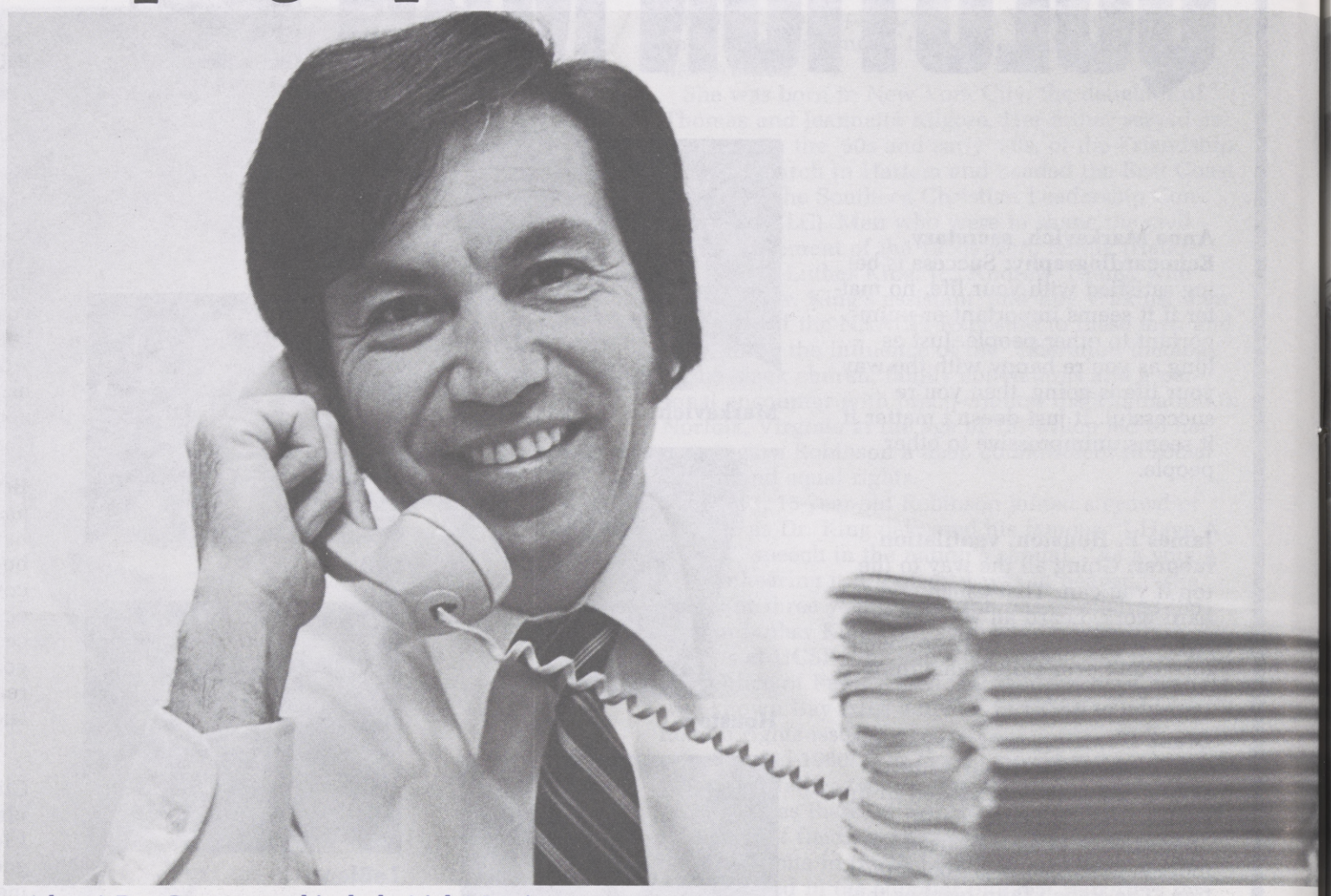
IBM displaywriter training is being offered by Tem-Positions, a private training and placement agency. Training sessions can be taken by individuals or groups. Supervisors may contact Jean Lamel, Personnel Department, ext. 1645, for training information.

Do you speak a foreign language? The hospital's volunteer interpreter services needs translators who speak Arabic, Russian, Czech, Indonesian, Malaysian, Italian, Korean, Taiwanese and Vietnamese. Many patients at UCSF speak these languages. If you can serve as a translator, call Nancy Vega, ext. 1401.

A new booklet, **"UCRS Additional Retirement Programs 1982,"** describes voluntary programs available to UCRS and PERS members. The booklet can be obtained in the Personnel Department, LH 150 (Laguna Honda School), 1350 Seventh Avenue, or by phoning ext. 1843. The voluntary programs permit members to contribute additional money on a tax-deferred basis, or from an already taxed salary, with a choice of three programs: The Fixed Annuity Program (annual composite interest rate of 11.89 percent), the Variable Equity Program and the Variable Bond Program. Staff and faculty who are already contributing to IRAs at other institutions also may use these UCRS retirement programs.

Reprographics—From Cards to Cata

(top) Administrative assistant Linda Swantner is liaison between the production staff at Reprographics and campus units. (above) Martin Leonardo operates a printing press.



(above) Rey Guerrero at his desk. (right) Louis Suncin services campus paper copiers.

When asked how many people work for him, Rey Guerrero, manager of the Reprographics Department, answers quickly, "21." Then without looking at any reference he proceeds to name them, adding the correct spellings and the exact duties they perform. The naming isn't done perfunctorily, as one might expect had he drilled into memory these facts. Instead, there is a smile and a comment for the men and women who work for Guerrero as names surface and their work is recalled."

"I like my work," says Louis Suncin, who is in charge of the department's copier program. The Consolidated Copier Program, as it is properly called, is one of several functions in Reprographics. Suncin assumes responsibility for the nine copiers located on campus. When they need repair and adjustments, he is called. When supplies are needed, he is called.

"I get to talk to and meet a lot of different people from different backgrounds as I make my rounds. This is very rewarding," he says.

Other service sections within the department are composition, design, graphics, typesetting, printing (including seven printing presses and the Quick Copy Center), binding and delivery.

"Reprographics has been on this campus since the '50s," says Guerrero. "It started with one machine in the mailroom and one employee."

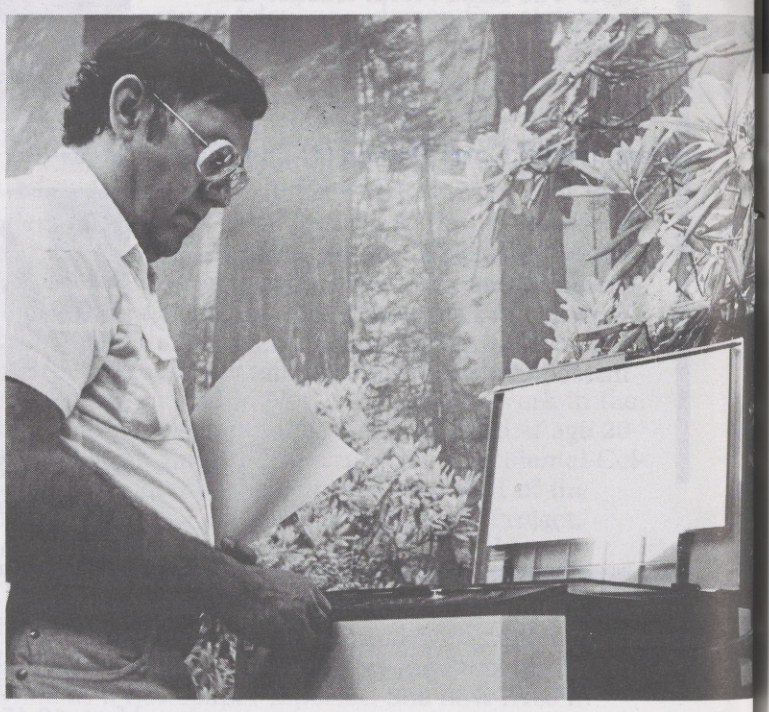
Guerrero came in 1960, starting in the bindery. In three months, he was working on a printing press. Five years later, he was foreman; then he became supervisor.

"I left in 1967 for three years to work in a commercial shop. I learned a lot there. In 1970, I was offered the supervisor's job in Reprographics and eight months later I was promoted to manager."

Guerrero has held this position for the past 12 years. Four people in the department, in fact, have been there more than 10 years.

Together they print University work from cards to catalogs. Says Guerrero, "We do forms, letterhead, brochures, envelopes, newsletters, books, tickets, invitations, certificates, posters, exams, graduation class pictures, reprints, labels, directories, bulletins."

During the summer the production staff of Reprographics moved from its location at 32nd and Judah to a new shop on the first floor of the CED



building, room 161, on Folsom Street. The administrative staff remains at AC 12, and will continue to act as liaison between the production staff and campus units, according to administrative assistant Linda Swantner.

"I'll be visiting departments on campus with samples of our work, since it will be easier for me to visit them to take their orders than it will be for people to go down to CED."

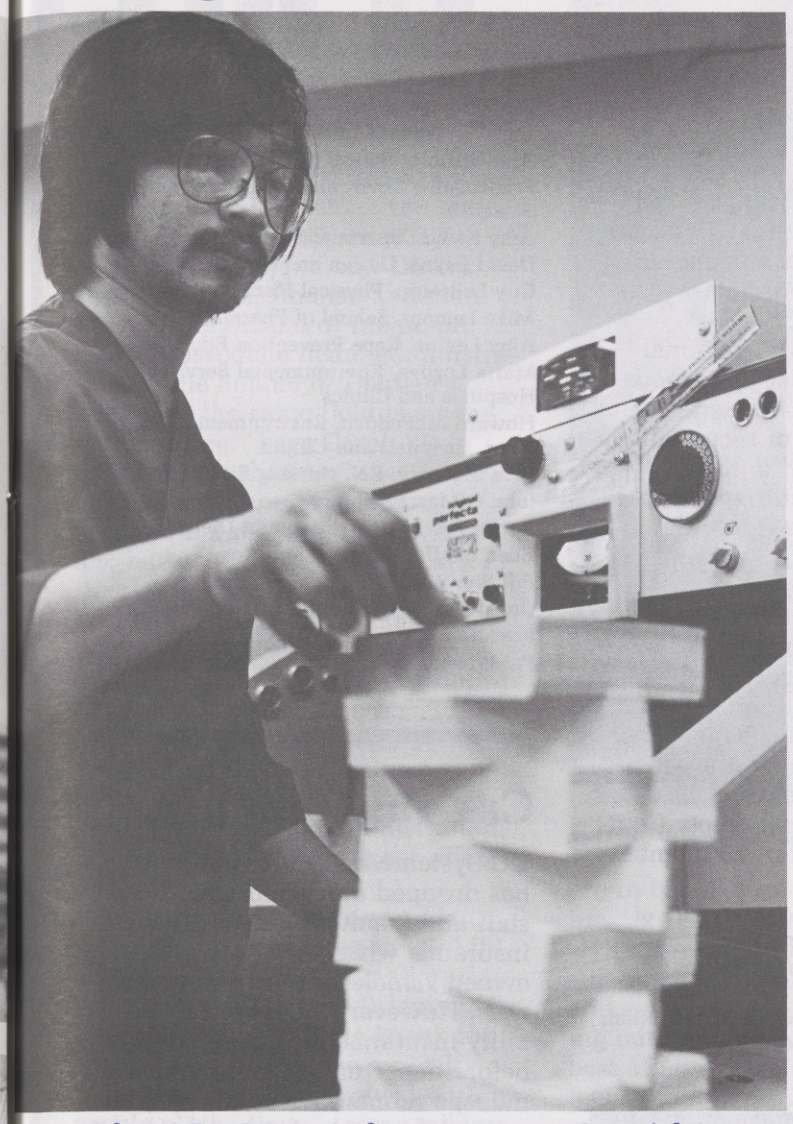
The Medical Illustration and Publications departments are also located at CED. Guerrero says the units work closely together from time to time, though they handle different kinds of work. "We do the day-to-day work that keeps departments going," he explained.

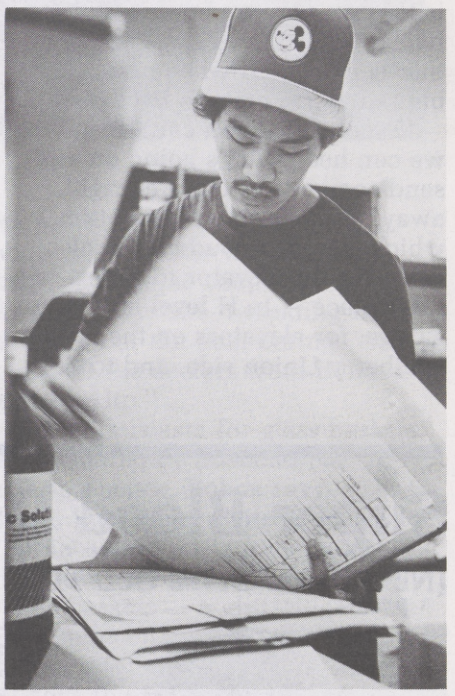
A lot of machinery is needed to meet UCSF's printing needs.

Reprographics has purchased a new photo-direct camera capable of producing plates at a rate that saves 50 percent in operator time, and provides a better quality paper plate, and more copies per plate.

In addition, two new presses have been added: one, a high-speed offset press that can print one or two sides simultaneously. This press does the work

o Qtalogs





(above) Jay Wong at the paper cutter. (top right) Darrell Griffin makes adjustments on the printing press. (right) Gerri Delbon (1) and Evelyn Geyer determine measurements for a paper before punching holes in it at the paper drill machine.

of two conventional presses. The other press prints large sheets of paper, up to 17½" x 22½", as well as standard 8½" x 11" sheets. This press greatly reduces the amount of time it takes—"turnaround time"—to print a job.

The Quick Copy Center, located at room 229-Nursing, has new equipment including a 120 bin sorter. Bob Jones, a new employee, handles this operation.

Charlie Hinton, a UCSF employee for the past nine years, has spent the last three and a half years with Reprographics. He does billing, pricing, keeps track of jobs and shares Guerrero's enthusiasm for the improved equipment, and his determination to upgrade service in all of his units.

Jay Wong, who is a binder, says a real team effort is put forth in Reprographics. "Everyone gets along. The people are nice and easy to work with. On big jobs everyone pitches in and helps to get them done."

Occasionally, machines break down and heavy volumes of work have to be done by hand. Team work is especially evident during those times, says Wong.

Gwen Kerr, who is a press operator, says she likes the job "a lot."

"I came here five and a half years ago, not knowing anything about the printing business. I was out of a job, so I called my high school counselor for suggestions. He said I should apply here, because there weren't too many women in printing, and I would always be in demand."

Kerr started in the bindery, but soon worked her way up to the camera room. Now she operates the AB Dick 360, an offset press that prints brochures, letterhead and booklets. Kerr also does color work. "I've pretty much learned the whole business," she says.

A new production supervisor, Ramon Ordaveza, schedules work, maintains and improves productivity, quality and timeliness and advises Guerrero. He is a right-hand man in the operation.

Linda Swantner, then, can only be called a right-hand woman. She's been with Reprographics since 1971. She started as a principal clerk and is now administrative assistant. She also likes the job — "for the diversity," she says. Part of her responsibilities include being Guerrero's secretary.

What's it like working for him?

"He's real nice. He's fair and he's honest," answers Swantner.

Just as he has managed to maintain good personal relations and to keep at least half of his employees for 10 years or more, Guerrero is equally eager to have good and enduring work relationships with campus units. "Our motto at Reprographics is 'Service and Quality.' With us the customer is always right," he says.

With that in mind, Guerrero spends his days trying to obtain better equipment. Of the offset duplicator that prints two sides simultaneously, he says, "What used to take us three or four days now takes eight hours. We're no longer two or three weeks behind."

His conversation is filled with talk of the newly purchased computerized paper cutter, which programs adjustments for various cuts, and thereby eliminates the need for resetting, saving up to 50 percent of time. Then he starts talking about a phototypesetter he is considering that will take 10 minutes instead of an hour to typeset a job. "This saves time for our campus users and gives them a better quality job," he explains.

Overall, Guerrero would have the campus know that changes are in the making, and that his department is striving to become more efficient in handling UCSF's large printing demands.

Jini Kilgore Robinson

(center) Jim Lontayao looks through print job orders. (above) Sara Mora and Ramon Ordaveza at the plate-maker.

Personal Safety: A Campus Concern

While Police Lieutenant John Anderson and Amy Levine, Rape Prevention Education Program coordinator, sit in his office talking about crime prevention on campus, a call for help is heard over the police radio. It is coming from the ground level of the garage.

Everyone falls silent to hear what the woman on the other end is saying. Then there is a sigh of relief. She is merely reporting that someone is shooting firecrackers in the garage. An officer is immediately dispatched to the scene.

"This is typical," says Levine. Though the case does not appear to involve a great danger, it does demonstrate the effectiveness of the alarm system in the garage. The garage elevators also have new alarms. A unique feature in them is the two-way communication between the passenger and the police that is generated when one of the big red alarm buttons is pushed.

"Even if a person can't respond, we can hear what's going on and send someone to the area right away," said Levine. The button, which sounds a loud alarm, also activates the elevator to return to a safer place — to H level of the garage, for elevators on the Millberry Union side, and to Parnassus Avenue from the Ambulatory Care Center side. Police officers are dispatched to meet the elevator as it returns.

These systems and many other means of crime prevention were implemented at UCSF following the recommendations of the Personal Safety Committee and the Rape Prevention Program, respectively established in 1980 and 1979.

The full program at UCSF now includes night security shuttle services, garage security, alarms, video security, security guards and classes in self-defense for women, men and girls.

In January, UCSF received $117,000 from UC-Systemwide for campus safety programs. Part of the money is being used to upgrade lighting in darkened areas, an idea that has been incorporated into the long-range development plan (LRDP) on campus. (See page 1.) The money also provided new equipment for the police department's communication system.

These measures create a safer environment. Education programs increase awareness. The Rape Prevention Education Program emphasizes becoming aware of one's surroundings, following one's intuitions about impending danger and learning to behave assertively. Workshops on personal safety are offered, and include information about prevention, resistance, myths about sexual assault and self-defense options.

"We also show a film entitled 'Chasing the Boogeyman,'" said Levine. "The film is a documentary of the self-defense classes that we offer here at UCSF."

At its inception, the Personal Safety Committee set up campus-wide hearings on campus safety. A comprehensive set of recommendations was submitted to the Chancellor and funding was obtained from Systemwide for campus environmental improvements.

At present the committee monitor existing security measures and investigates campus and individual safety concerns. "Personal safety is now seen as a campus community concern," says Anderson. "It is no longer just a police problem. This helps the police."

The UCSF Personal Safety Committee is composed of 25 members. They are:

Karen K. Day, RN, associate director of Nursing Services, chairperson
Lt. John Anderson, Campus Police Department
Hernan Cordoves, Outpatient Registration, Ambulatory Care Center
Robin Duryee, RN, Langley Porter
Stella Hsu, School of Medicine
Chick Francis, Personnel Department
Zina Frazier, School of Nursing
Ruby Freeman, Housing Office
Ann Gilstrap, School of Dentistry
Frank Gohr, Environmental Health and Safety
Amy Kelly, Department of Physiology
David Layne, Design and Construction
Guy LeBreton, Physical Plant
Mike Lemont, School of Pharmacy
Amy Levine, Rape Prevention Education
Maria Lozoya, Environmental Services, Hospitals and Clinics
Howard McFadden, Environmental Services, Hospitals and Clinics
Erin McGinty, RN, Nursing Services
John O'Meara, Library
Purita Pascual, Nutrition and Dietetics
Ellen Shaffer, Nursing Services
Bill Stevens, Parking Operations
Gena Webb, Pharmaceutical Services
Freddie Mae Wilson, Nursing Services
Pat Wizeman, Hospital Administration

Car Insurance

UC-Systemwide Administration has dropped the requirement that staff and faculty file a certificate of insurance when using privately owned vehicles on university business. However, proof of auto liability insurance must be shown before departments can approve mileage reimbursement.

Employees who frequently use their personal vehicle for university business should notify their insurance company to avoid possible denial of a claim in the event of an accident.

Super Blood Donor

(Next Blood Drive Oct. 11)

Courtesy of Irwin Memorial Blood Bank

Marilyn Rajakovich, super blood donor.

Despite the demands of her profession as director of Nursing Services at Langley Porter, Marilyn Rajakovich manages a full calendar of extracurricular activities. On weekends you'll find Rajakovich, who specializes in psychiatric nursing, on the green concentrating on her golf swing, bowling a few games, or snapping photos, just to name a few of her many avocations. But even with her hectic schedule, she always finds time to donate blood.

Since Rajakovich made San Francisco her home nearly 25 years ago when she started working at UCSF, she has donated 76 pints of blood to the Irwin Memorial Blood Bank, crediting her donations to UCSF's donor club account. This generous amount roughly translates to nearly eight times the amount of blood in her body. If one figures that a maximum of four people can benefit from one blood donation, as many as 304 lives may have been touched by Rajakovich's continuous gifts of life.

Her O negative blood classifies her as a "universal donor." Among the general population 6.6 percent have O negative blood, which can be transfused to other blood types. In earlier times when whole blood transfusions were more common, Rajakovich was often called by Irwin Memorial because of her "low titre" blood containing weaker antibodies, an ideal trait for performing exchange transfusions for infants.

Although she has never needed a blood transfusion, Rajakovich has withdrawn many credits to help friends and acquaintances. "I've transferred credits clear across to the East Coast," she said. "I have a friend on dialysis and when she went on vacation, I made arrangements to have credits transferred."

On Rajakovich's desk sits the engraved Irwin paperweight denoting her 40th donation. Upon achieving her 50th donation, she received a Lifetime Coverage Card which entitles her and her husband to lifetime protection against all future replacement needs.

Rajakovich has a head start on most of the people at UCSF, but you can start your own donating record on Monday, October 11, at Millberry Union from 10 am to 4 pm. If you've never donated blood ask a friend or two to join you. It's easy, painless, and takes less than an hour.

Following the blood drive, a drawing is taken of names of the participants. Two lucky winners receive gift certificates for quality local restaurants.

Annie Wing
Irwin Memorial Blood Bank

Staff Career Day

UCSF employees will have an opportunity to learn about the various career opportunities on campus and to talk to department supervisors at the first UCSF Staff Career Education Day. The event takes place on Friday, October 29, from 10 am to 3 pm in Millberry Union Gymnasium.

The future growth or "demand" occupations will be discussed, plus the impact of the economy and federal cutbacks on the University's budget. There will be workshops, panel discussions, guest speakers and information booths. Possible topics, depending on the interests of employees, include transfer and promotion, career paths and ladders, skills development, job sharing and the role of the Personnel Department and its various units.

Volunteers are needed to assist in the planning and presentation of Career Education Day. Contact Sandy Coleman, ext. 2921, if you can volunteer.

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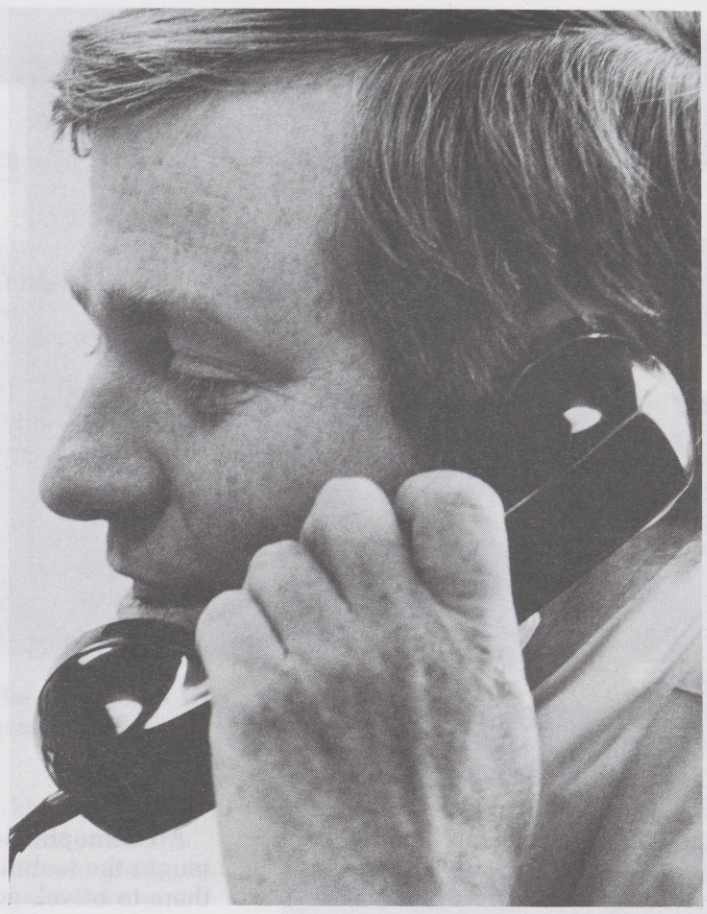
PEOPLE



Carol and Dick Littlejohn

When husband and wife have the same career, it enhances the marriage. At least, that's what Dick and Carol Littlejohn say. Dick is associate dean, finance and planning, at the School of Medicine. Carol is associate dean, administration, at the School of Dentistry. "Being in the same field is a compatible thing," says Carol. "It enriches our sharing."

The Littlejohns, who met at a professional meeting in New Mexico, have been married 11 years. Dick was already at UCSF, and Carol joined the campus last October, after managing a private dental clinic for eight years. Both of them are responsible for resource coordination and planning within their respective schools, helping a department get what it needs from administration, like an extra typist, a bigger office or money.

Their working days are seldom monotonous, according to the Littlejohns, who have to do a lot of talking on the job, *and* listening. A sense of humor and the knack for dealing with others are crucial, Dick says. "You're involved with people all the time — some talking and much listening, working out problems, and just trying to make things happen."

The two associate deans bring somewhat different backgrounds to their work: Dick, an MBA, concentrates on finance, while Carol, an MPH, has always focused on health care delivery. The overlap in jobs provides an opportunity for mutual support, rather than competition.

Their work also has opened up a busy and varied social life. "We know more of the same people," Carol says. "A lot of our friends are in health care administration too."

Other common interests are their soft-coated wheaten terrier Tippy, and such pastimes as gourmet dining out, antique collecting, or — best of all — curling up in their Sausalito home with a good mystery.

Then, on nice weekends, there's always a new winery to be sampled in Sonoma County, their favorite area. They won't give away any fond discoveries, though; getting away from crowds once in a while is important to both of them.

Their rapport aside, the Littlejohns appear to have quite different personalities. Dick is pleasantly reserved and reflective; Carol, spontaneous and quick to smile.

Are their careers as absorbing as they sound? Carol's face lights up. "Oh yeah!" she says. Dick looks reflective, and then nods. "Most of the time," he agrees.

For Jo-Mary Rohde, dusting at home is a labor of love. That's because she has more than 150 glass baskets to take care of — mostly "collectibles" from the '40s and '50s, but also a few antiques and some that are brand new. She's arranged them throughout her Millbrae house, and cleaning them regularly is no chore. "I just like to handle 'em and love 'em," she says.

Rohde, a clinical nurse III on Moffitt Hospital's maternity floor, says she began collecting three years ago while taking an antiques class. She still takes antiques classes, and sets aside one day a week "for myself" — lunching with two collector friends and combing antique shops throughout the area. Says she, twinkling in anticipation of the next outing, "We know all the dealers from Benicia to Palo Alto."

Her enthusiasm for glass baskets is not shared by husband Norris, no appreciator, Rohde says, of things inedible or nonutilitarian. "All these are for is to be pretty. He doesn't understand it."

The baskets — a glittering ensemble of pinks, purples, aqua blues, the occasional cranberry, a red — all have their own appeal for Rohde. She does have favorites, like a multicolored "spatter glass" basket, another of mica-studded "spangle glass," and the "bride's basket" nestled in its metal base.

"I don't believe in just putting them away and not enjoying them," she says. So, any one basket gets moved around the Rohde home — from a three-tiered table in the living room, to the dining room table as a centerpiece, and then perhaps on to the bathroom to hold soaps.

Yes, accidents are more likely that way. "If one gets broken, I'm sorry, of course," she says. "But it's not the end of the world."

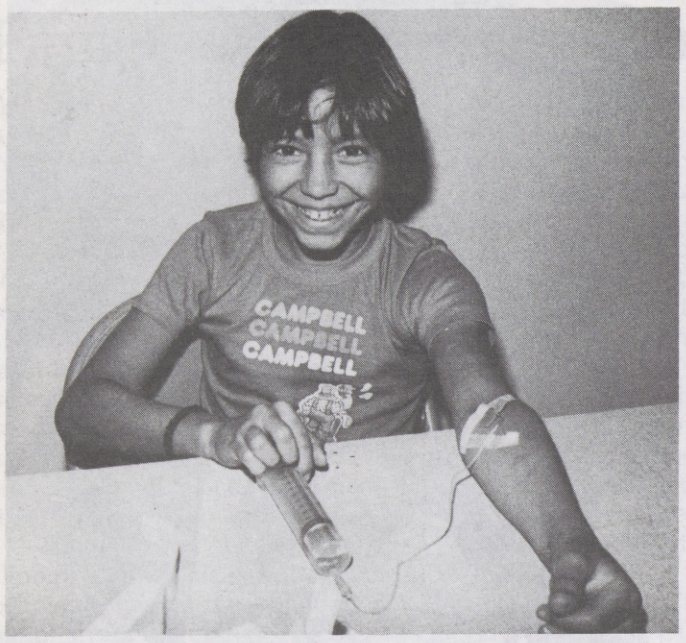
Though many of her baskets are valuable, Rohde doesn't see them as money-makers. "I'd never sell," she says. "Unless I were starving. I'd much rather give one away to someone who loves it too."

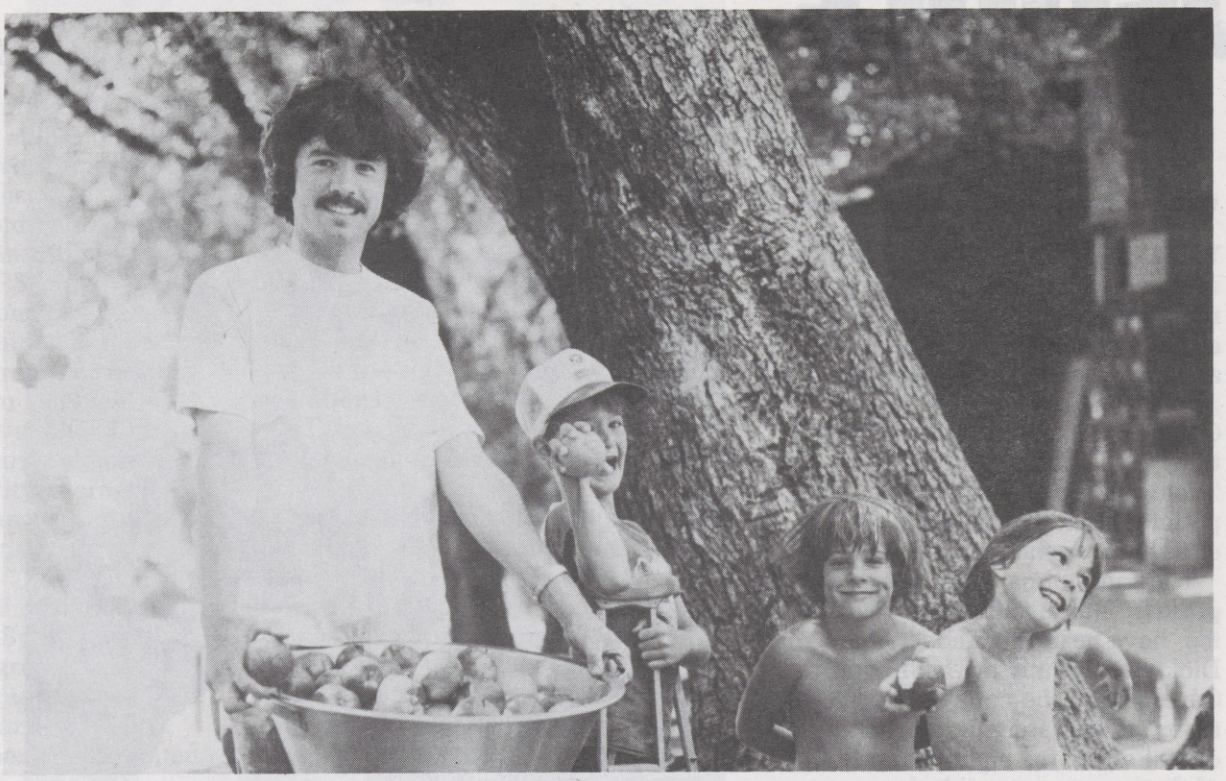
She is not what she calls a "fussy" collector. Her criterion for making a purchase is her own sense of aesthetics. "If a basket is pretty, and I like it, I'll buy it," she says. "If I can afford it."

Still, she's serious about her specialty, and spends time reading up on it. "There's nothing I like better," she says, "than buying a basket, rushing home and trying to find it in one of my books."

Michele Liapes

Jo-Mary Rohde and her glass baskets





Fun and Self-Care for Boys at Camp

Like many boys with hemophilia, ten-year-old Tommy likes to run and play.

This spring, his parents agreed that it might be a good idea to send him to the Hemophilia Summer Camp, run by the Northern Coastal California Hemophilia Program. This federally funded project, a comprehensive, team approach to the prevention and treatment of hemophilia, is jointly sponsored by UCSF and Children's Hospital Medical Center, Oakland. UCSF director is Marion Koerper, MD, a pediatric hematologist, and nurse coordinator is Susan Karp, RN, MS, both of UCSF.

When Tommy, a UCSF patient, said he didn't want to go to camp, the secretary of the Hemophilia Foundation of Northern California, the local chapter of the Hemophilia Foundation, decided to intervene. She is Jackie Giannino, wife of Al Giannino, a storekeeper in the UCSF Dental Clinic. Their son, Craig, is also 10 years old and a patient at the UCSF hemophilia clinic.

Mrs. Giannino called Tommy's mother and urged her not to give in. Finally, she put her son on the phone with Tommy, who agreed to sign up for camp.

During a week at Camp Cazadero in Sonoma County, the change in Tommy was astonishing. "The smile never left his face," Koerper recalls.

Besides having a wonderful time swimming, hiking, playing ball and making new friends, he learned to transfuse himself with the clotting factor missing in his blood — the cause of hemophilia.

In recent years, this simple form of self-therapy has revolutionized the treatment of hemophilia, which is inherited by one in 10,000 males, through their mothers.

The patient uses a blood product, containing Factor 8 or 9, extracted from plasma in powder form. He mixes it with sterile water to make about one to two ounces of medication, which he injects into a vein using a sterile needle. The entire procedure takes as little as 10 minutes.

All hemophilia patients now are taught the technique, which frees them to travel, go camping and otherwise lead near-normal lives. Until he went to camp, Tommy had never learned to do it without assistance.

A persistent myth about hemophilia is that patients can bleed to death from cuts and scrapes. "It isn't true," says Karp. "They bleed internally from injuries to joints and muscles. To control this problem, they take the intravenous injections — some of them as often as several times a week, some only a few times a year, depending on the severity of their disorder."

Organizing the Hemophilia Camp was one of Karp's first projects on coming to UCSF in 1978. The camp, held in late June, now is in its fifth year. More than 50 young patients from 18 Northern California counties attend.

The 20-member staff includes two physicians, two nurses, two physical therapists and two social workers, as well as 12 counselors, about half of whom are adult patients of the hemophilia clinic.

Although the campers enjoy a wide range of activities, the principal sport is swimming, since the water supports their joints and muscles, and they can be as active as they like without injuring themselves. Baseball, using light weight plastic balls and bats, also is a popular sport; and health education is an important part of the program.

The boys, most of whom go to public schools, gain in self-confidence, and many go on to regular children's summer camps. "They're no longer ashamed to talk about their hemophilia to their normal friends," says Koerper.

The most serious injury in the camp's five years has been a single broken arm. And for the parents whose boys attend, the summer program offers a needed chance for a vacation alone together.

"The parents have been very helpful in fund raising," says Koerper. "Jackie Gianinno deserves special credit for heading the Foundation's recent candy sale, which she directed all over Northern California from her home."

Through bake sales, garage sales, flea markets and personal solicitation, the parents raise about $4,000 a year, a third of the amount needed to run the camp. To send a boy to camp, parents are asked to make a voluntary donation of $50, a fraction of the actual cost.

Claire Leeds Wray

Custodians Honored

Custodians of the month: (Back row l-r) Dorothy Chavez, James Brooks, Sherman Briscoe and Earl Williams; (front row l-r) George Clark, Enriquito Jarabelo, Robert Ensley.

Job competence, knowledge, good attendance and appearance, and the practice of certain safety measures, as well as one's conduct on campus are all criteria for those select men and women who are designated "custodian-of-the-month."

The acknowledgment of employees who were performing on superior levels began last December when Earl Williams was selected as the first custodian-of-the-month by Physical Plant's Building Services Department.

"The purpose of this recognition is to acknowledge outstanding performance of assigned duties and to encourage increased efficiency by custodial department employees," said Wendell Adams, department manager.

Once selected, the employees receive a pin, a certificate and a letter of commendation.

Those who have been selected to date along with Williams are Sherman Briscoe, employee for 10 years; James Anderson, 1 year; James Brooks, 5 years; George Clark, 18 years; Enriquito Jarabelo, 1 year; Robert Ensley, 1 year; Dorothy Chavez, 11 years. Chavez also received, along with 12 other employees, a certificate of attendance for six months of perfect attendance. In addition, said Adams, Chavez has had perfect attendance for 26 months, with the exception of one day.

"No organization is required to have a form of recognition program that calls attention to a designated employee-of-the-month," said Adams. "However, it is one of those things that you should have."

Adams said that the recognition serves as a successful motivation device that can "bring very worthwhile dividends for a moderate investment in time and money." He said his department was the first on campus to institute the recognition program, which has prompted the formation of a similar one in Nutrition and Dietetics.

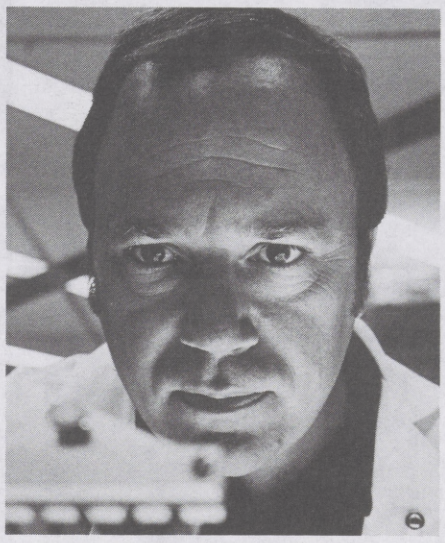
HOSPITALS/CLINICS

Two Employees Receive Praise and Thanks

Sometimes the head of a UCSF department or service notifies the *Journal* of the outstanding work performed by certain employees. This is exactly what happened as Oscar Salvatierra, MD, chief of the Kidney Transplant Service, reflected on the contributions made over the years by Zee Anderson and Ken Steiper.

Anderson, who has worked with the service for 14 years, is a transplant assistant II. It is her job to work closely with patients who are awaiting organ transplantation. She must keep a record of available organs, and conduct necessary pretesting for those who will receive them.

Steiper, a laboratory technologist III, works in the transplant immunology laboratory. But this is a relatively new position. For the past 15 years, he has traveled throughout the state of California to pick up and deliver cadaver kidneys. He was on call three weekends of the month during that time. Steiper also helped develop the equipment that is presently used throughout the country to preserve cadaver kidneys.



(left) Steiper in the transplant immunology laboratory. (above) Anderson.

Salvatierra extended his "congratulations and sincere gratitude for many years of excellent service" to these two employees.

NURSING SERVICES

New Nighttime Classes for Nurses

It's one o'clock in the morning and an attentive group has gathered in a hospital conference room to hear a lecture on code blue procedures. The class will last for an hour, after which the students will return to their jobs.

They are nurses who work on the night shift at Long/Moffitt and UC hospitals. For the first time at UCSF a night in-service educational program is being offered to them.

Director of Nursing Administration Helen Ripple and Kathy Dolan, assistant director of Nursing, Education and Research, initiated the night teaching program to stimulate the night nursing staff.

"Traditionally, night nurses miss rounds and lectures, and even the cafeterias are closed, which serve as meeting places for medical and nursing staff during the day," said Judy Harr, who, with Sheryl Anderson, coordinates the night nurse education programs.

"So many new things are happening in nursing. Staying abreast of new treatments and diseases comes through education programs," said Harr.

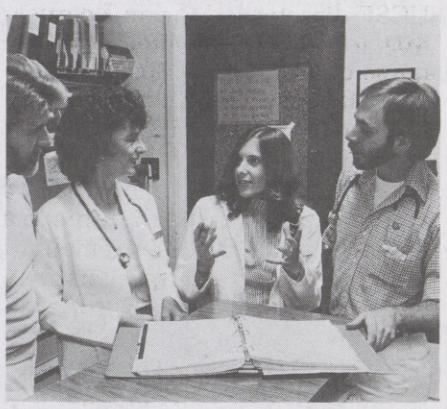
"When diploma nursing programs began to phase out, nurses didn't have as much time to spend in clinical practice with role models," said the 15-year veteran of nursing practice. Many nighttime staff nurses are new to the profession, as well, which increases the need for in-service education.

But even nurses who have been practicing for many years find that the program provides an opportunity for continuing education.

Harr and Anderson go throughout the hospitals on teaching rounds. Patients are usually sleeping during these rounds, so they review the charts with the nurses who are on duty.

The two women are largely responsible for teaching the classes. This doesn't mean that they are experts on every subject, Harr quickly explains. "We utilize clinical specialists as resource people, attend rounds, read as much as possible and schedule guest lectures. Sometimes I consult specialists and teach what I've been taught."

"This is the first time night nurse education has been offered," said Harr. "We all hope there will be more in the future."



Judy Harr (center), flanked by medical staff, reviews a patient's chart.

TRANSPORTATION

Vanpool Anniversary

Ruth Moore: "It's a lot cheaper than driving."

The UCSF Vanpool Program will celebrate its seventh anniversary this month. Begun in 1975 with two 12-passenger vans, the program now has a fleet of 35 vans that transport approximately 400 staff, faculty and students daily to UCSF from throughout the Bay Area. UCSF has the oldest university-sponsored vanpool program in the country.

Ruth Moore, a San Mateo resident and administrative assistant in the Department of Family and Community Medicine, became a vanpool member in 1975, due to her concern about the gas shortage.

"It's a lot cheaper than driving and you save on wear and tear on your car," she said. "Also, you meet a lot of nice people and have interesting conversations. It's a pleasant time to unwind as you're going home."

Another original vanpooler, John "Mert" Bali, senior museum scientist, Department of Pathology, believes that vanpooling is not only convenient, but an economic necessity for commuters.

"They've done a really good job in the Transportation Department with the services they're providing. They should continue the program and expand it," he said.

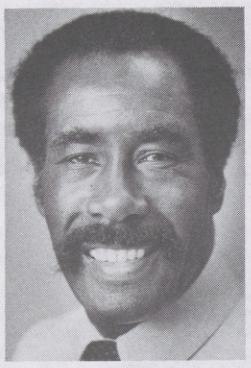
The vanpool program is supported by its members, who pay $55 a month for a 30-mile round trip and $81 for a 90-mile round trip. Vanpool drivers ride free. This is a substantial saving for the commuting driver who could pay $142 to $427 a month for trips of the same distance, according to U.S. Department of Transportation figures.

Look for announcements of the seventh anniversary celebration, or stop by the Transportation Office at AC 14, ext. 1511.

MOVING

Petrakis

Selk


Felder

Ordaveza

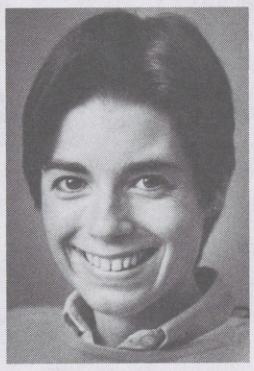
Shiba

Kretzschmar

Mercadante

Janvrin

Burgi


Weis

Campion

Mardie Petrakis has been named Contracts and Grants Officer. Petrakis has been associate director of the Office of Extramural Support for the past two years, and a UCSF employee since 1959. She takes her new position following the retirement of Contracts and Grants Officer Stanley Bateman.

Michael O'Leary is the new manager of Millberry Union Book and Supply Store. Before coming to UCSF, he was manager of the book store at San Francisco State University and an independent consultant with a partner for Tandem Consulting, a retail and data collection firm.

Merry Selk has been appointed director of communications for the Development Office. Before coming to UCSF, she was proprietor of Merry Selk Communications, a public relations business in Oakland.

Richard Felder has been selected as the new supervisor of Hospitals and Clinics Patient Escort Service. Felder, who has worked in this department for the past 14 years, has been escort, department clerk, dispatcher and assistant supervisor.

Ramon (Johnny) Ordaveza is the new production supervisor for Reprographics. He worked previously as technical support for sales for Van, Waters and Rogers, the large graphic arts business in San Francisco.

Gina Shiba, administrative assistant in Residency Training, Department of Psychiatry, has been promoted to administrative assistant III in the same department.

Ann Kretzschmar has been promoted from clinical nurse III to assistant head nurse on the Pediatrics Medical Unit in Moffitt Hospital. **Gail Mercadante,** formerly clinical nurse III, has been promoted to assistant head nurse on the Pediatrics Intensive Care Unit. **Verna Powell,** a licensed vocational nurse, has become a registered nurse and is clinical nurse I in the Well Baby Nursery. **Susan Janvrin,** formerly assistant head nurse on the Pediatrics Surgical Unit, is now administrative nurse III on the Pediatrics Medical Unit.

Karen Burgi is one of the many nurses who recently have been promoted from clinical nurse II to clinical nurse III positions. Burgi is in the Intensive Care Nursery.

Carol Weis, formerly clinical nurse II, Postpartum Labor and Delivery Unit, is now assistant head nurse on the same unit.

Suzanne Campion also was promoted to assistant head nurse on this unit, having previously worked as a per diem registered nurse.

New Police Chief Arrives

The man who said he initially thought of himself as a "long shot" when he heard about an opening for the police chief's job at UC-San Francisco, says that after looking into it and considering his background, he decided that he had a good chance.

With that thought, Raymond A. Clark entered the selection process and was chosen as new chief of the UCSF Campus Police Force. He assumed his duties last month, after leaving the position he had held for the past two years — director of Safety and Police Services for the Peralta Community College District in the East Bay.

Clark received both the BS and MBA degrees from California Western University at Santa Ana. He has taught police science courses for both supervisory and management police personnel in community colleges. He comes to UCSF with a definite philosophy toward the role of the police department and his own professional style as chief.

"The most important element of any police department within an educational setting, is its ability to promote and foster effective public relations and sound safety programs. These two components represent, in my opinion, the basis for generating both campus and public support for law enforcement in general."

As head of the department, Clark intends to be very visible. "I will be out front, open and accessible. I believe the person who sets policies should be present at various campus committees and meetings to articulate these policies and to identify issues.

"My commitment is in the area of public safety," he said. "I search for the comfortable balance that blends technical police skills with people skills."

As the first black person to be appointed chief of any police department within the nine-campus UC system, Clark makes history and helps to hasten the day when such designations will no longer have to be made.

Academic Vice Chancellor Named

David J. Ramsay, BM, PhD, will spend the first few months in his new position "doing a lot of listening."

The new academic vice chancellor intends to meet with as many as possible of faculty and staff in academic support units to understand their roles and become aware of their concerns.

Ramsay, who was recently appointed by Chancellor Julius Krevans, said it was never his ambition to become a high-level administrator. "Wherever I went administrative opportunities and responsibilities grew around me," said the professor of physiology.

In 1976, one year after joining the UCSF faculty, he became vice chairman of the School of Medicine's Department of Physiology. He also chairs the Academic Senate Planning and Budget Committee and the campus advisory committee on animal care. Ramsay admits enjoyment in being an administrator. "I get pleasure in being part of a problem-solving process."

In his new job Ramsay will confront several problems. "One crucial test will be trying to maintain excellence in a time of diminishing resources," he said. "With today's funding concerns, some key questions will be how to support younger faculty members and create ways to ensure entry of new faculty. It's important to keep fresh talent and minds coming into the system."

A native of England, Ramsay, 43, first came to UCSF in 1974 as a visiting professor and researcher. At that time he was on sabbatical from Oxford University, where he received his medical degree and doctorate in physiology and held a faculty position. After his nine-month UCSF visit, he was offered a teaching position here.

A 1978 recipient of the Academic Senate's Distinguished Teaching Award, Ramsay will continue to lecture and to conduct his longtime research on fluid regulation and thirst mechanisms.

CAMPUS MAIL
University of California, San Francisco